

TARIFF ACTION MEMO

Date: December 28, 2022

Date Filed: November 15, 2022

Statutory End Date: December 30, 2022

File No: TA175-122, TA176-126

Name of Utility: Anchorage Water and Wastewater Utility (AWWU)

Subject: Change of Business Hours, Housekeeping Revisions

Recommendations

Staff recommends the Commission:

1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122, as shown on the side-by-sides attached as Appendix 1. The effective date of the tariff sheets should be December 30, 2022.
2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126, as shown on the side-by-sides attached as Appendix 2. The effective date of the tariff sheets should be December 30, 2022.

Please see attached Staff Memorandum supporting the above recommendations.

Signed: Keiba Kimp
Keiba Kimp

Title: Utility Tariff Analyst

Commission decision regarding this recommendation:

	<u>Date (if different from 12/28/22)</u>	<u>I Concur</u>	<u>I Do Not Concur</u>	<u>I Will Write A Dissenting Statement*</u>
Kurber		<u>KKI</u>		
Doyle		<u>BP</u> for RAD		
Pickett		<u>BP</u>		
Sullivan		<u>DS</u>		
Wilson		<u>JWW</u>		

* If this column is initialed, Staff will contact the Commissioner for the statement; otherwise, the dissent will simply be noted at the close of the By Direction letter or order.

MEMORANDUM

To: Keith Kurber II, Chairman
Robert A. Doyle
Robert M. Pickett
Daniel A. Sullivan
Janis W. Wilson

Date: December 28, 2022

From: Keiba Kimp, Utility Tariff Analyst

Subject: Change of Business Hours, Housekeeping Revisions

Recommendations

Staff recommends that the Commission:

1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122, as shown on the side-by-sides attached as Appendix 1. The effective date of the tariff sheets should be December 30, 2022.
2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126, as shown on the side-by-sides attached as Appendix 2. The effective date of the tariff sheets should be December 30, 2022.

Filing

AWWU now submits TA175-122 and TA176-126, proposing to change its business hours to 8:30 a.m. to 4:30 p.m. In addition, AWWU is also proposing a textual clarification to the current emergency service phone number to include the area code, which AWWU states is now needed to make local calls. Finally, with TA175-122, AWWU proposes to correct the spelling of "Regulatory" in Regulatory Commission of Alaska in section 3.1 Adoption on Tariff Sheet No. 52. With TA175-122, AWWU filed Tariff Sheet Nos. 52 and 83. With TA176-126, AWWU filed Tariff Sheet Nos. 28 and 62. AWWU filed one supplement to respond to Staff's questions.¹

Notice

The Commission issued a public notice on November 16, 2022, with comments requested by December 16, 2022. One comment was received in response to TA175-122. Mr. Dean Reeves stated that it would make contacting AWWU more difficult as most people work during the proposed hours. Mr. Reeves suggested that better customer service would result if the utility were open later in the afternoon, after most people are off of work.² Staff reviewed the comment and notes that currently AWWU's normal business hours are 8:00 a.m. to 5:00 p.m. and lobby hours are 9 a.m. to 4:00 p.m.³ In addition, AWWU has indicated

¹ See TR2204813, filed December 19, 2022.

² See TR2204718, filed December 12, 2022.

³ See side-by-side tariff sheets attached as Appendix 1 and Appendix 2.

that the majority of customers contact the utility during the hours of 10:00 a.m. and 4:00 p.m.⁴

Analysis/Discussion

Change of Office Hours

With TA175-122 and TA176-126, AWWU proposes to update its tariff to revise its business hours at all office locations. Specifically, AWWU proposes to change its normal business hours to 8:30 a.m. to 4:30 p.m. In its tariff advice letter, AWWU states that call logs from the last three years indicated that its slowest hour of the day for calls is between 8 a.m. to 9 a.m. and the second slowest hour is between 4 p.m. to 5 p.m. Additionally, AWWU indicates that it receives 77% of daily customer calls between the hours of 10 a.m. to 4 p.m. AWWU states that the proposed change in hours provides for more efficient opening and closing procedures and encourages customers to continue scheduling appointments for bill payment or other utility business. AWWU stated that customers can continue to utilize AWWU's website and automated phone system 24 hours a day.⁵

Staff requested AWWU to detail how the change in hours would specifically enhance execution of opening and closing procedures. AWWU indicated that the proposed change in hours would allow for the following:

- Eliminate the need for employees to start early and stay late to implement opening and closing procedures, which would reduce overtime hours.
- Enable Customer service to check the external payment box before the building is open to the public, ensuring a safer environment.
- Enable staff time to respond to increased email and website inquiries in a timely manner, complete turn off lists, and coordinate outbound final courtesy calls more efficiently.
- Permit more efficient and effective training of account representatives with fewer interruptions, which would improve the number of trained staff available to service customers during business hours and decrease hold and call handling times.
- Allow AWWU to align public counter and phone hours, which would create consistency and reduce confusion. AWWU's current tariff states that business hours are 8 a.m. to 5 p.m. and AWWU's lobby hours are 9:00 a.m. to 4:00 p.m.

In its tariff letter, AWWU states that ENSTAR Natural Gas Company (ENSTAR) has similar office hours (9 a.m. to 4:00 p.m.) to what AWWU proposes. Staff notes that on December 13, 2018, ENSTAR filed TA308-4, proposing to update Tariff Sheet No. 10 to specify that regular business hours were from 9 a.m. to 4 p.m. On January 17, 2019, the Commission issued Letter Order No. L1900049, retuning validated tariff sheets filed in TA308-4.⁶

Staff reviewed the regulations pertaining to electric utilities for guidance, as the regulations pertaining to water and wastewater utilities do not provide for maintaining specific office

⁴ See TA175-122 and TA176-126, at page 1.

⁵ *Ibid.*

⁶ See TR2204813, filed December 19, 2022.

hours. 3 AAC 52.405(b) provides, in relevant part, that a utility shall maintain business office hours on a regular schedule to include at least part of each weekday, except holidays, during the time period from 8:00 a.m. to 5:00 p.m. In addition, Staff notes that the regulations regarding general arrangement and content of tariffs, at 3 AAC 48.360 through 3 AAC 48.380, do not contemplate business hours or office hours. Staff notes that ENSTAR Natural Gas Company's (ENSTAR) business hours for its lobbies are 9:00 a.m. to 4:00 p.m.⁷ Staff also notes that previously, AWWU's tariff stated that normal business hours are 8:00 a.m. to 5:00 p.m. and lobby hours are 9 a.m. to 4:00 p.m. AWWU's proposal removes the distinction of lobby hours.

Staff believes that the proposed change to office hours is reasonable because it allows for more efficient opening and closing procedures, in addition to providing available staff to ensure better customer service and reducing overtime. Although AWWU is not governed by 3 AAC 52.405(b), Staff believes that AWWU's proposed hours are consistent with regulation and other approved utility tariffs.

Housekeeping Revisions

With TA175-122, AWWU proposes to correct the spelling of "Regulatory" in Regulatory Commission of Alaska in Section 3.1 Adoption, on Tariff Sheet No. 52. With TA175-122 and TA176-126, AWWU proposes a revision to the current emergency service phone number listed in Rule 6.2, Emergency Service, to include the area code, which is now needed to make local calls.

3 AAC 48.320(e) provides that errors occurring in an effective tariff that result solely from a typographic or reproduction mistake must, upon discovery, be corrected immediately by the utility by filing revised tariff sheets. Staff reviewed the proposed revisions to Tariff Sheet Nos. 28, 52, 62, and 83 and confirmed that the errors have been corrected. Staff believes that AWWU has complied with 3 AAC 48.320(e) by filing TA175-122 and TA176-126 to correct the tariff sheets after the errors were discovered.

On July 16, 2020, the Federal Communications Commission (FCC) adopted an Order (FCC 20-100) approving the designation of 988 as the 3-digit abbreviated dialing code for the National Suicide Prevention Lifeline, requiring all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline:1-800-273-8255 (TALK). Implementation of this Order required all covered providers to make 10-digit dialing mandatory for all local calls in the entire Alaska 907 area code because 988 is assigned to customers as a working prefix. Beginning October 24, 2021, all numbers had to dial 10-digits (area code + telephone number) for all local calls.

After reviewing FCC 20-100, Staff believes that AWWU has complied with the order by correcting Tariff Sheet Nos. 62 and 83.

⁷ See ENSTAR Tariff Sheet No. 10, effective January 28, 2019.

Tariff Sheets

Staff reviewed Tariff Sheet Nos. 52 and 83 filed with TA175-122, and Tariff Sheet Nos. 28 and 62, filed with TA176-126. Staff verified that the tariff sheets accurately reflect the proposed changes, and the tariff sheets are correct.

Conclusion

With TA175-122 and TA176-126, AWWU proposes tariff revisions to change its business hours to 8:30 a.m. to 4:30 p.m. and make housekeeping revisions. Based on the discussion above, Staff recommends the Commission:

1. Approve Tariff Sheet Nos. 52 and 83, filed November 15, 2022, by AWWU with TA175-122. The effective date of the tariff sheets should be December 30, 2022.
2. Approve Tariff Sheet Nos. 28 and 62, filed November 15, 2022, by AWWU with TA176-126. The effective date of the tariff sheets should be December 30, 2022.

Signature: Keith Kurber II
Keith Kurber II (Dec 28, 2022 08:38 AKST)

Email: keith.kurber@alaska.gov

Signature: Robert M. Pickett

Email: bob.pickett@alaska.gov

Signature: Daniel Sullivan
Daniel Sullivan (Dec 28, 2022 10:01 AKST)

Email: daniel.sullivan@alaska.gov

Signature: Janis W. Wilson
Janis W. Wilson (Dec 28, 2022 10:16 AKST)

Email: janis.wilson@alaska.gov

RCA No. 122 First Revision Sheet No. 52
Cancelling
Original Sheet No. 52

RECEIVED
JUNE 03 2021

STATE OF ALASKA
REGULATORY COMMISSION OF ALASKA

Anchorage Water Utility

3.0 SCOPE OF RULES AND REGULATIONS

3.1 ADOPTION

This tariff has been filed with the Regulatory Commission of Alaska (RCA) in accordance with Alaska Statute 42.05.361 and the Anchorage Municipal Code (AMC) 26.10.035 and 26.40.010.

Copies of this tariff shall be filed with, maintained and open for public inspection during normal business hours, at the office of the Municipal Clerk at 632 West 6th Avenue, Anchorage, Alaska, and at the main office of AWWU at 3000 Arctic Boulevard, Anchorage, Alaska 99503-3898. Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m., with lobby hours of 9:00 a.m. to 4:00 p.m. A copy also shall be on file at the RCA at 701 W. 8th Avenue, Suite 300, Anchorage, Alaska, 99501. (C)

3.2 EFFECT OF TARIFF

All Utility services and facilities are subject to this tariff, except as provided otherwise in a special contract approved by the RCA. This tariff shall continue in full force and effect until superseded, modified or otherwise altered in accordance with law. If a provision of this tariff is ruled void or unenforceable, the remainder of this tariff, nonetheless, shall remain in full force and effect.

3.3 WAIVER OF TARIFF

This tariff shall apply uniformly to all customers of the Utility. No officer, agent or employee of the Utility or the Municipality may waive, abandon, change or amend this tariff without first obtaining the approval of the RCA. No delay or omission by the Utility in enforcing any provision of this tariff shall waive the Utility's right to enforce that provision or any other provision hereof.

Tariff Advice No. TA171-122 Effective: **July 1, 2021**

Issued by Anchorage Water Utility

By Mark A. Corsentino, P.E. Title: General Manager

RCA No. 122 Second Revision Sheet No. 52
Cancelling
First Revision Sheet No. 52



Anchorage Water Utility

3.0 SCOPE OF RULES AND REGULATIONS

3.1 ADOPTION

This tariff has been filed with the Regulatory Commission of Alaska (RCA) in accordance with Alaska Statute 42.05.361 and the Anchorage Municipal Code (AMC) 26.10.035 and 26.40.010. (T)

Copies of this tariff shall be filed with, maintained and open for public inspection during normal business hours, at the office of the Municipal Clerk at 632 West 6th Avenue, Anchorage, Alaska, and at the main office of AWWU at 3000 Arctic Boulevard, Anchorage, Alaska 99503-3898. Normal business hours are Monday through Friday excluding holidays from 8:30 a.m. to 4:30 p.m. A copy also shall be on file at the RCA at 701 W. 8th Avenue, Suite 300, Anchorage, Alaska, 99501. (C)

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This tariff shall apply uniformly to all customers of the Utility. No officer, agent or employee of the Utility or the Municipality may waive, abandon, change or amend this tariff without first obtaining the approval of the RCA. No delay or omission by the Utility in enforcing any provision of this tariff shall waive the Utility's right to enforce that provision or any other provision hereof.

Tariff Advice No. TA175-122 Effective:

Issued by Anchorage Water Utility

By Mark A. Corsentino, P.E. Title: General Manager

RCA No. 122 Original Sheet No. 83
Cancelling _____ Sheet No. _____

RECEIVED
APR 12 2010
STATE OF ALASKA
REGULATORY COMMISSION OF ALASKA

Anchorage Water Utility

6.0 SERVICE CONDITIONS

6.1 SCHEDULING OF SERVICE

A customer shall schedule an appointment for Utility services requiring a Utility employee to come to the customer's premises (including without limitation: turning water on or off, inspections, locates, troubleshooting and meter readings) not less than twenty-four (24) hours in advance, excluding weekends and holidays.

6.2 EMERGENCY SERVICE

The Utility provides twenty-four (24) hour emergency turn-on or turn-off service. A customer may request emergency service by calling the Utility number listed under general information in a local telephone directory or 564-2762. Emergency call out service is subject to an Emergency Field Service Dispatch fee whenever Utility personnel are dispatched as provided in Rule 13.1, Rate Schedule No. 1 – Fees and Special Charges – Non-Recurring.

6.3 ACCESS TO PREMISES REQUIRED

A customer shall permit properly identified Utility employees to enter the customer's premises at all reasonable hours for inspection, sampling, testing or records examination. The Utility may inspect a customer's facilities to determine compliance with the requirements of this tariff and provisions of the Anchorage Municipal Code related to the Utility's service. The Utility may set up on a customer's property devices that are necessary for sampling, testing, inspecting, compliance monitoring or metering.

Tariff Advice No. TA130-122 Effective: August 5, 2010

Issued by Anchorage Water Utility
By Mark Fremo Title: General Manager
Mark Fremo, P.E.

RCA No. 122 First Revision _____ Sheet No. 83
Cancelling _____ Original _____ Sheet No. _____



Anchorage Water Utility

6.0 SERVICE CONDITIONS

6.1 SCHEDULING OF SERVICE

A customer shall schedule an appointment for Utility services requiring a Utility employee to come to the customer's premises (including without limitation: turning water on or off, inspections, locates, troubleshooting and meter readings) not less than twenty-four (24) hours in advance, excluding weekends and holidays.

6.2 EMERGENCY SERVICE

The Utility provides twenty-four (24) hour emergency turn-on or turn-off service. A customer may request emergency service by calling the Utility number listed under general information in a local telephone directory or (907) 564-2762. Emergency call out service is subject to an Emergency Field Service Dispatch fee whenever Utility personnel are dispatched as provided in Rule 13.1, Rate Schedule No. 1 – Fees and Special Charges – Non-Recurring. (T)

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Tariff Advice No. TA175-122 Effective: _____

Issued by Anchorage Water Utility
By Mark A. Corsentino, P.E. Title: General Manager

RCA No. 126 First Revision Sheet No. 28
Cancelling
Original Sheet No. 28

RECEIVED
JUNE 03 2021

STATE OF ALASKA
REGULATORY COMMISSION OF ALASKA

Anchorage Wastewater Utility

3.0 SCOPE OF RULES AND REGULATIONS

3.1 ADOPTION

This tariff has been filed with the Regulatory Commission of Alaska (RCA) in accordance with Alaska Statute 42.05.361 and the Anchorage Municipal Code (AMC) 26.10.035 and 26.40.010.

Copies of this tariff shall be filed with, maintained, and open for public inspection during normal business hours, at the office of the Municipal Clerk at 632 W. 6th Avenue and at the main office of AWWU at 3000 Arctic Boulevard, Anchorage, Alaska 99503-3898. Normal business hours are Monday through Friday 8:00 a.m. to 5:00 p.m., with lobby hours of 9:00 a.m. to 4:00 p.m. A copy also shall be on file at the RCA, 701 West Eight Avenue, Suite 300, Anchorage, Alaska 99501. (C)

3.2 EFFECT OF TARIFF

All Utility services and facilities are subject to this tariff, except as provided otherwise in a special contract approved by the RCA. This tariff shall continue in full force and effect until superseded, modified, or otherwise altered in accordance with law. If provisions of this tariff are ruled void or unenforceable, the remainder of the tariff, nonetheless, shall remain in full force and effect.

3.3 WAIVER OF TARIFF

This tariff shall apply uniformly to all customers of the Utility. No officer, agent or employee of the Utility or the Municipality may waive, abandon, change, or amend this tariff without first obtaining the approval of the RCA. No delay or omission by the Utility in enforcing any provision of this tariff shall waive the Utility's right to enforce that provision or any other provision hereof.

Tariff Advice No. TA171-126 Effective: July 1, 2021

Issued by Anchorage Wastewater Utility

By  Title: General Manager
Mark A. Corsentino, P.E.

RCA No. 126 Second Revision Sheet No. 28
Cancelling
First Revision Sheet No. 28



Anchorage Wastewater Utility

3.0 SCOPE OF RULES AND REGULATIONS

3.1 ADOPTION

This tariff has been filed with the Regulatory Commission of Alaska (RCA) in accordance with Alaska Statute 42.05.361 and the Anchorage Municipal Code (AMC) 26.10.035 and 26.40.010.

Copies of this tariff shall be filed with, maintained, and open for public inspection during normal business hours, at the office of the Municipal Clerk at 632 W. 6th Avenue and at the main office of AWWU at 3000 Arctic Boulevard, Anchorage, Alaska 99503-3898. Normal business hours are Monday through Friday excluding holidays from 8:30 a.m. to 4:30 p.m. A copy also shall be on file at the RCA, 701 West Eight Avenue, Suite 300, Anchorage, Alaska 99501. (C)

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Tariff Advice No. TA176-126 Effective:

Issued by Anchorage Wastewater Utility

By  Title: General Manager
Mark A. Corsentino, P.E.

RCA No. 126 Original Sheet No. 62

Cancelling

Sheet No.

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APR 12 2010

PERMISSION

STATE OF ALASKA

Anchorage Wastewater Utility

6.0 SERVICE CONDITIONS

6.1 SCHEDULING OF SERVICE

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6.3 ACCESS TO PREMISES REQUIRED

The Utility may inspect a user's monitoring or other facilities to determine compliance with the requirements of the Anchorage Municipal Code. The user shall allow properly identified employees of the Utility to enter upon the premises at all reasonable hours for the purposes of inspection, sampling, testing or records examination. The Utility shall have the right to set up on the user's property such devices as are necessary to conduct sampling, testing, inspection, compliance monitoring and/or metering operations.

Tariff Advice No.

TA128-126

Effective:

August 5, 2010

Issued by Anchorage Wastewater Utility

By 

Mark Premo, P.E.

Title: General Manager

RCA No. 126 First Revision Sheet No. 62

Cancelling

Original Sheet No.

TARIFF SECTION

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NOV 15

2022

RCA

Anchorage Wastewater Utility

6.0 SERVICE CONDITIONS

6.1 SCHEDULING OF SERVICE

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Tariff Advice
No.

TA176-126

Effective:

Issued by Anchorage Wastewater Utility

By 

Mark A. Corsentino, P.E.

Title: General Manager